

	 Weekly Report	Week Ending										Overall Total
		9/19/2020	9/12/2020	9/5/2020	8/29/2020	8/22/2020	8/15/2020	8/8/2020	8/1/2020	7/25/2020		
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,122	989	1,009	1,153	1,054	1,318	1,402	1,380	1,133	10,560	
	# Indexes Complete	984	895	900	1,026	915	1,176	987	1,000	752	8,635	
	% Indexes Complete	87.7%	90.5%	89.2%	89.0%	86.8%	89.2%	70.4%	72.5%	66.4%	81.8%	
	# Indexes unreachable (Max Attempts)	120	88	91	111	111	137	383	334	356	1,731	
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	10.7%	8.9%	9.0%	9.6%	10.6%	10.4%	27.3%	24.2%	31.5%	16.4%	
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,122	989	1,009	1,153	1,052	1,318	1,402	1,379	1,130	10,550	
	Average time from Index Received to Index Reached	0.12:03:45	0.21:53:11	1.01:36:42	0.23:37:15	0.14:08:03	0.17:22:31	0.22:16:55	0.19:23:26	0.19:02:44	0.19:30:33	
	Average Index Handle Time	0.00:12:34	0.00:11:07	0.00:11:13	0.00:10:55	0.00:10:56	0.00:10:37	0.00:10:47	0.00:11:03	0.00:10:42	0.00:11:07	
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	84.1%	82.4%	83.7%	83.2%	84.4%	82.3%	66.3%	71.3%	64.2%	77.5%	
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	99.6%	98.7%	99.8%	99.7%	100.0%	99.8%	99.2%	99.8%	100.0%	99.6%	
Contacts	# contacts generated	2,899	2,472	2,363	2,445	1,941	2,237	1,992	2,019	1,605	19,973	
	# contacts generated per Index Complete	2.9	2.8	2.6	2.4	2.1	1.9	2.0	2.0	2.1	2.3	
	# contacts complete	2,508	2,142	2,033	2,146	1,712	1,955	1,452	1,348	1,004	16,300	
	% contacts complete	86.5%	86.7%	86.0%	87.8%	88.2%	87.4%	72.9%	66.8%	62.6%	81.6%	
	# contacts unreachable (Max Attempts + missing phone numbers)	254	245	278	248	185	274	497	640	550	3,171	
	% contacts unreachable (Max Attempts + missing phone numbers)	8.8%	9.9%	11.8%	10.1%	9.5%	12.2%	24.9%	31.7%	34.3%	15.9%	
	# contacts attempted calls (all completions + at least 1 attempt)	2,873	2,465	2,362	2,444	1,941	2,237	1,992	2,019	1,605	19,938	
	Average Time from Contact Generated to Contact Reached	0.06:27:24	1.03:56:54	1.08:06:53	1.19:50:17	0.19:30:19	0.16:51:45	0.14:25:03	1.01:06:44	1.03:19:40	1.00:12:50	
	Average Contact Handle Time	0.00:11:46	0.00:10:39	0.00:10:33	0.00:09:52	0.00:10:06	0.00:10:23	0.00:10:49	0.00:09:50	0.00:09:32	0.00:10:29	
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	83.8%	84.1%	83.6%	86.7%	87.1%	81.5%	69.0%	64.1%	59.2%	78.8%	
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.2%	99.8%	99.1%	99.9%	100.0%	99.6%	99.9%	99.8%	100.0%	99.7%	
	Average Time from receipt of initial case name to full completion of all related contacts	0.18:09:07	1.05:53:55	1.10:32:37	0.23:37:30	0.13:56:25	0.21:15:28	0.21:53:06	1.10:06:54	1.14:07:04	1.01:29:21	